

---

<b>POSITION TITLE:</b>	Employment Assistance Program Coordinator
<b>SALARY PACKAGE:</b>	Social and Community Services (SACS), Grade 4
<b>CONDITIONS:</b>	2 days per week Probationary period of 3 months One-year position with possibility of continuing employment subject to funding
<b>RESPONSIBLE TO:</b>	The Director

---

The Asylum Seekers Centre of NSW (ASC) is an independent, not-for-profit, non-government organisation which aims to provide a welcoming environment and practical support for community-based asylum seekers living in NSW, while building support and pursuing social justice for this population. Our vision is that asylum seekers are welcomed to Australia and afforded a dignified, meaningful and safe existence pending the fair, transparent and expeditious resolution of their claims for refugee status.

### **Background to the Employ-EASE Program**

The project is being established to create employment pathways for adult asylum seekers who reside lawfully in the NSW community while awaiting a substantive outcome on their applications to remain in Australia as refugees or on other humanitarian grounds. The aim of the program is to provide employment assistance to our clients who, due to their visa conditions, are excluded from Commonwealth-funded services and therefore severely disadvantaged in regards to access to employment.

Many ASC clients are work-fit and some are professionally qualified and highly skilled in their trade. However asylum seekers typically face a range of complex psychosocial, linguistic and other barriers to obtaining and retaining employment within the mainstream job market, and so suffer from extremely high unemployment and underemployment rates. The Program will actively link asylum seeker job seekers with appropriate training, community services, volunteer mentors and potential employers.

### **SELECTION CRITERIA**

#### **Essential**

- Relevant degree or qualification in Welfare, Community Development or equivalent
- Experience managing an employment project or program supporting people with specialised needs
- A strong understanding of the Australian employment context and the barriers faced by disadvantaged groups
- Well networked and ability to market a specialised employment service and its clients
- Demonstrated experience in managing staff and/or volunteers

- Sound understanding of issues affecting asylum seekers within the current Australian context
- Excellent negotiation, verbal and written communication skills, including cross cultural sensitivity
- Excellent prioritisation, time management, administration and computer skills
- Commitment to ASC's vision, mission and values, EEO, OH&S and Safe Work Practices

### **Desirable**

- Prior experience working with asylum seekers or refugees
- Prior experience with mentoring
- Training skills and experience
- Possession of a current NSW driving license and access to a registered car
- A relevant community language (e.g. Arabic, Farsi, Hindi, Bengali, French, Mandarin or Indonesian)

### Primary Objectives

- To manage the planning, reporting and operations of the Employ-EASE program
- To resource, train and support the team of job advisers (volunteers)
- To market the Employ-EASE Program and its clients to employers, other agencies and the general community
- To provide administrative management and thorough reporting to the Director and Coordinators regarding the progress of the project

### **Primary duties**

The Employment Project Coordinator is responsible for the following:

#### Program management

- Manage the coordination of the program through regular communication and volunteer briefing
- In conjunction with other staff, develop assessment and evaluation tools
- Develop document templates, forms, policies and procedures
- Arrange delivery of training and mentoring activities
- Manage and monitor the program budget
- Oversee strategic planning for the post-pilot phase of the project

#### Establishment of Volunteer Job Advisor Network

Together with the Volunteer Coordinator:

- Recruit volunteers with relevant experience
- Provide induction training to volunteers
- Match volunteer mentors with asylum-seekers
- Deliver ongoing support through telephone contact and regular meetings

- Undertake exit interviews

#### Provide relevant support to clients to enable optimal participation in the program

- Work closely with ASC caseworkers to identify suitable clients for the program
- Match clients with relevant training, activities and work experience opportunities
- Evaluate client progress and obtain client feedback
- Liaise closely with other agencies that come into contact with asylum seekers to establish referral pathways where these are available

#### Establish a "Job Club"

- Define curriculum to meet the needs of participants
- Partner with interested agencies in the sector to deliver parts of the program as a shared service
- Promote availability of program to eligible asylum seekers
- Monitor and evaluate satisfaction of both clients and volunteers

#### Establish Employer relationships

- Together with volunteers identify suitable employers and establish employment pathways and partnerships
- Provide guidance to employers as to the conditions under which asylum seekers live
- Liaise with employers and asylum seekers to monitor and evaluate work experience
- Together with volunteers, promote Employ-EASE program to employers through direct representation and participation in relevant networks

#### Administration

- Maintain clear, objective accurate and timely file records of client contact and assessment, referrals and interventions
- Participate in staff meetings and other meetings relevant to duties as required
- Understand and comply with ASC policies and procedures, including attending mandatory training events
- Provide bi-monthly progress reports to the Director
- Prepare and implement annual work-plan outlining goals to be achieved